

Limited Machine Warranty

Our AirWave machines are so simple and robust, we provide a 2-year warranty from the date of purchase from AirWave for AW1, AW2, AWPro and Nano machines.

Year 1 – Full Warranty*

- All Electrical
- All Mechanical (excluding wear parts)
- AWP Labor (if required)
- All Ground Shipping Costs
- Loaner machine (if required)

Year 2 – Extended Warranty*

- For AWP Service – A flat rate that covers all repairs — including mechanical and electrical work, replacement of wear parts, labor, ground shipping, and a loaner-machine if needed.
 - Nano4 – \$130
 - AW1 – \$180
 - AWPro – \$180
 - AW2 – \$230

What is NOT covered:

- Gross neglect or abuse including, but not limited to, operation with unauthorized materials, physical damage due to mishandling, tampering with internal components, failure to follow basic maintenance protocols, or use of the machine in environments or for applications not intended by the manufacturer.

How does the Warranty Process work?

- At any time during the first year that you need warranty parts (excluding wear parts), contact AWP and tell us what you need, and we will ship the parts to you, free of charge (including ground shipping) within 48 hours!
- If your tech needs help with replacing the parts, we will connect with your tech via live video and talk through the step-by-step process to replace the part until the machine is in perfect condition and you are 100% satisfied.
- If you need to send the machine to AWP for repair, there is no cost in year one. In year two, there is a flat rate (see above) regardless of the failure mode. We will send you a free loaner-machine if required. Loaner-machine requests received by 12pm EST ship the same day via ground. Requests received after 12pm ship the next business day.

Our warranty program ensures that you have fast and affordable service.

It's REALLY that simple!

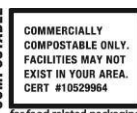
*The warranty period shall not be extended or restarted by reason of any repair or replacement. Any replacement product or part shall be warranted only for the unexpired portion of the original warranty term.



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CO₂
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